

Civil Service Commission

1055 MONTEREY STREET, SUITE D250 ♦ SAN LUIS OBISPO, CALIFORNIA 93408 ♦ 805.781.5959

**San Luis Obispo County Civil Service Commission
Regular Session Meeting
Wednesday, May 25, 2011 @ 9:00 A.M.
1055 Monterey Street, Suite D-271 San Luis Obispo, CA**



AGENDA

MEMBERS OF THE COMMISSION
Jeannie Nix, President
Bill Tappan, Vice President
Robert Bergman
Jay Salter
Arthur Chapman

1. **Call to Order / Flag Salute / Roll Call**
2. **Public Comment Period**
Members of the public wishing to address the Civil Service Commission on matters other than those scheduled below may do so when recognized by the President. Presentations are limited to three minutes per individual.
3. **Minutes**
The following minutes are submitted for approval:
 - a. April 27, 2011 – Regular
 - b. May 10, 2011 – Special
 - c. May 11, 2011 – Special
4. **Reports**
 - a. Commission President
 - b. Commission Subcommittees
 - c. Commission Counsel
 - d. Commission Secretary
 - (1) Commission Calendar
 - (2) Update on County Budget/ Potential Layoffs
5. **Job Class Specifications – Revised:**
 - a. Assessment Technician Supervisor
 - b. Assessment Technician I, II, III, IV
6. **Job Specifications – New:**
 - a. Nutrition Services Program Manager
7. **Closed Session (per Government Code Section 54957.6):** Conference with Civil Service Commission rules negotiator (Shane Stark) regarding 2010-2011 Civil Service Commission rules update.
8. **Closed Session (per Government Code Section 54957):** Deliberation of Findings and Decision on remand from trial court, Jeremy Nisse v. County of San Luis Obispo and its Civil Service Commission, San Luis Obispo Superior Court, Case No. CV 10-0255 (Civil Service Commission Appeal No. A09-05)
9. **Closed Session (per Government Code Section 54957):** Deliberation on findings and decision regarding Appeal #A10-005
10. **Adjournment**

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1055 MONTEREY STREET, SUITE D250 ♦ SAN LUIS OBISPO, CALIFORNIA 93408 ♦ 805.781.5959

**The San Luis Obispo County Civil Service Commission
Regular Session Meeting
Wednesday, April 27, 2011 @ 9:00 A.M.
1055 Monterey Street, Suite D-271, San Luis Obispo, CA**



MEMBERS OF THE COMMISSION
Jeannie Nix, President
Bill Tappan, Vice President
Robert Bergman
Jay Salter
Arthur Chapman

MINUTES

Present: President Jeannie Nix, Commissioner Art Chapman, Commissioner Robert Bergman, Commissioner Bill Tappan, Commissioner Jay Salter

Staff: Commission Secretary Tami Douglas-Schatz, Commission Clerk Robin Mason

Counsel: Deputy County Counsel Shannon Matuszewicz, Commission Counsel/ Rules Negotiator Stephen Shane Stark

1. Call to Order/ Flag Salute/ Roll Call

President Nix called the meeting to order at 9:02 A.M. and led the flag salute.

2. Public Comment Period

Members of the public wishing to address the Civil Service Commission on matters other than those scheduled below may do so when recognized by the President. Presentations are limited to three minutes per individual. Alison Berry Wilkinson addressed the Commission and introduced herself as the employee representative for some members of the Deputy Sheriff's Association. She expressed concern that calendaring was scheduled before all parties had a chance to determine how many days are needed and that it is beneficial to all parties to have consecutive days. President Nix referred to the March 23, 2011 CSC Regular Meeting Minutes that states the two dates were suggested to be July or August dates due to Appellant's Counsel having tentative court dates scheduled. Ms. Berry Wilkinson wanted the issue noted as a procedural irregularity and referenced CSC Rule 4.07. When requested to provide dates, she said she was not aware that the matter was agendized. If she would have known, then she would have been here. President Nix asked how many days Ms. Berry Wilkinson was asking for. Ms. Berry Wilkinson said that she had the dates calendared, and clarified that it is not an issue of lacking availability; she just wanted the record to show that there was a procedural irregularity in regards to the scheduling of the appellant's hearing.

President Nix asked if there were any others wishing to speak during public comment. Being none, President Nix closed the public comment period.

3. Minutes

March 23, 2011 Regular Meeting

A motion was made by Commissioner Chapman and seconded by Commissioner Tappan to approve the March 23, 2011 minutes as presented; motion carried 5-0-0

4. Reports

Commission President

No report.

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Commission Subcommittees

No report.

Commission Counsel

No report.

Commission Secretary

Ms. Douglas-Schatz elaborated on Ms. Berry Wilkinson's comments and stated that the request to recuse ourselves extends to the entire HR Staff. This matter is not agendized, so we will put it on the agenda for Closed Session discussion at the next Regular Meeting on May 25, 2011.

Commission Calenda Updates

General Services Termination Appeal hearing – Ms. Douglas-Schatz explained that the parties have adjusted their approach and requested a second date in May. Based on available dates of the parties, counsel and members of the Commission, the second day of the hearing was scheduled for May 10, 2011 at 10:00 A.M.

Library Termination Appeal hearing – President Nix expressed that she needed to change one of the dates that is calendared for the Library Termination Appeal on June 2nd and 7th. Based on available dates of appellant, respondent, counsel and members of the Commission, June 14 at 9:00 A.M. was added and June 7 was cancelled, subject to agreement by appellant's counsel. Otherwise, possibly have second hearing date on Regular meeting date of May 25, 2011.

Update on County Budget/ Potential Layoffs

President Nix referred to Ms. Douglas-Schatz for the next item on the agenda, under the Commission Secretary's Report. Ms. Douglas-Schatz explained, "HR is working with the Administrative Office and as of today, the numbers are greatly reduced to four layoffs and six reductions (less than full time positions)." Ms. Douglas-Schatz noted that SLOCEA is continuing to look into what can be done to mitigate the situation.

5. **Job Class Specifications – Revised**

Emily Dabner-Rutter, Personnel Analyst introduced Assessment Manger, Barbara Edginton of the Assessor's Department and presented the revised Job Specification Revisions for Assessment Technician I, II, III, and IV and Supervising Assessment Technician. After staff answered questions the Commission recommended Ms. Dabner-Rutter make suggested changes to clarify details of qualifications and resubmit her revisions during the next Regular Meeting to be held on May 25, 2011.

6. **Closed Session (per Gov. Code, 54957.6): Conference with Commission rules negotiator regarding 2010-2011 Civil Service Commission rules update.**

Prior to adjourning to Closed Session, President Nix offered to move the order of items on the agenda to accommodate parties who are present and may wish to speak regarding item 7. Being none, Closed Session Item 6 and 7 were left in their original order, as shown on the agenda. The Commission adjourned into closed session at 9:54 A.M. to discuss the rule update with their negotiator. Upon reconvening into open session, President Nix reported that direction was given to counsel; no action was taken. President Nix handed the gavel over to Vice President Tappan for Closed Session Item 7.

7. **Closed Session (per Government Code Section 54957): Deliberation of Findings and Decision on remand from trial court, Jeremy Nisse v. County of San Luis Obispo and its Civil Service Commission, San Luis Obispo Superior Court, Case No. CV 10-0255 (Civil Service Commission Appeal No. A09-05)**

The Commission adjourned into closed session at 11:07 A.M. to discuss Case No. CV 10-0255 and procedural issues with Commission Counsel. Upon reconvening into open session, Commissioner Bergman reported that the Commissioners did not discuss the Nisse matter, only procedural issues; no action was taken. Commissioner Chapman requested to add Closed Session item to discuss Nisse matter on May 10, 2011 agenda at 9:00 A.M. before 10:00 P.M. hearing.

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8. **Adjournment**

Being no further business, the meeting was adjourned by Vice President Tappan at 11.58 A.M.

** Note: These minutes reflect official action of the Civil Service Commission. A digital record exists and will remain as the official, complete record of all proceedings by the Civil Service Commission.*

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1055 MONTEREY STREET, SUITE D250 • SAN LUIS OBISPO, CALIFORNIA 93408 • 805.781.5959

**The San Luis Obispo County Civil Service Commission
Special Session Meeting
Tuesday, May 10, 2011 @ 9:00 A.M.
1055 Monterey Street, Suite D-271, San Luis Obispo, CA**



MEMBERS OF THE COMMISSION
Jeannie Nix, President
Bill Tappan, Vice President
Robert Bergman
Jay Salter
Art Chapman

MINUTES

Present: President Jeannie Nix, Vice President Bill Tappan, Commissioner Art Chapman, Commissioner Bob Bergman, Commissioner Jay Salter,

Staff: Commission Secretary Tami Douglas-Schatz, Commission Clerk Robin Mason

Counsel: Stephen Shane Stark

1. Call to Order

President Nix called the meeting to order at 9:02 A.M. and led the flag salute.

2. Public Comment Period

President Nix addressed the audience asking for anyone wishing to speak to the Commission during the Public Comment Period on any matter that is not listed on today's agenda. Being none, President Nix closed the Public Comment Period.

3. Closed Session (per Government Code Section 54957): Deliberation of Findings and Decision on remand from trial court, Jeremy Nisse v. County of San Luis Obispo and its Civil Service Commission, San Luis Obispo Superior Court, Case No. CV 10-0255 (Civil Service Commission Appeal No. A09-05)

Before adjourning to Closed Session, President Nix handed the gavel over to Vice President Tappan. The Commission adjourned into closed session at 9:03 A.M. to hear the above matter. Upon reconvening into open session Vice President Tappan reported that Counsel was given direction and no decisions were made. The gavel was handed back to President Nix.

4. Closed Session (per Government Code Section 54957): Hearing and Deliberations regarding Appeal #A10-005

Prior to commencing the closed session hearing President Nix expressed her apologies to parties who had arrived on time for the 10:00 A.M. hearing and announced that the second day of the hearing will begin at 9:00 A.M. The Commission reconvened and President Nix called the closed session hearing to order at 10:50 A.M. The hearing lasted all day but was not completed resulting in a continuance to the next day, May 11, 2011 at 9:00 A.M.

5. Adjournment

The meeting was adjourned at 4:21 P.M.

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Civil Service Commission

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1055 MONTEREY STREET, SUITE D250 ♦ SAN LUIS OBISPO, CALIFORNIA 93408 ♦ 805.781.5959

**The San Luis Obispo County Civil Service Commission
Special Session Meeting
Wednesday, May 11, 2011 @ 9:00 A.M.
1055 Monterey Street, Suite D-271, San Luis Obispo, CA**



MEMBERS OF THE COMMISSION
Jeannie Nix, President
Bill Tappan, Vice President
Robert Bergman
Jay Salter
Art Chapman

MINUTES

Present: President Jeannie Nix, Vice President Bill Tappan, Commissioner Art Chapman, Commissioner Bob Bergman, Commissioner Jay Salter,

Staff: Commission Secretary Tami Douglas-Schatz, Commission Clerk Robin Mason

Counsel: Stephen Shane Stark

1. Call to Order

President Nix called the meeting to order at 8:59 A.M. and led the flag salute.

2. Public Comment Period

President Nix addressed the audience asking for anyone wishing to speak to the Commission during the Public Comment Period on any matter that is not listed on today's agenda. Being none, President Nix closed the Public Comment Period.

3. Closed Session (per Government Code Section 54957): Hearing and Deliberations regarding Appeal #A10-005

The Commission adjourned into closed session at 9:00 A.M. to hear the above matter. Appeal #A10-005 continued from May 10th was reconvened and testimony received. After closing statements of both parties to the hearing, the commissioners adjourned into closed session for deliberations. The commission returned to open session and President Nix reported that the commission had given direction to counsel; no action was taken.

4. Closed Session (per Government Code Section 54957): Deliberation of Findings and Decision on remand from trial court, Jeremy Nisse v. County of San Luis Obispo and its Civil Service Commission, San Luis Obispo Superior Court, Case No. CV 10-0255 (Civil Service Commission Appeal No. A09-05)

This item was addressed prior to going into the Closed Session on Item 3 in order to confirm that the matter was discussed at the May 10, 2011 Closed Session and no further discussion was needed.

5. Adjournment

The meeting was adjourned at 4:11 P.M.

** Note: These minutes reflect official action of the Civil Service Commission. A digital record exists and will remain as the official, complete record of all proceedings by the Civil Service Commission.*

Civil Service Commission Meetings 2011

January

	Mon	Tue	Wed	Thu	Fri	Sat
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Special Session Meetings

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Regular Meetings

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Holidays

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Human Resources Department

SAN LUIS OBISPO COUNTY

Tami Douglas-Schatz,
Director

County Government Center, 1055 Monterey Street • Ste. D-250, San Luis Obispo, CA 93408

• Telephone: 805.781.5959 • Fax: 805.781.1044 • Email: hr@co.slo.ca.us

TO: Civil Service Commission

DATE: May 25, 2011

FROM: Emily Dabner-Rutter, Personnel Analyst
Ken Tasseff, Personnel Analyst

SUBJECT: Revised Specifications: Assessment Technician Supervisor and Assessment Technician I, II, III & IV

RECOMMENDATION: It is recommended that the Commission approve the revised Assessment Technician Supervisor and Assessment Technician I, II, III & IV job specifications as proposed.

DISCUSSION:

The Assessment Technician Supervisor and Assessment Technician I, II, III & IV job specifications were presented at the Civil Service Commission Meeting on April 27, 2011. With regard to the Assessment Technician Supervisor job specification, the Commission provided two recommendations: (1) Update the minimum qualifications section to include graduation from high school or possession of a G.E.D. certificate and (2) add language to describe the work experience that is considered comparable to the Assessment Technician IV specification. The requirement for a high school diploma or possession of a G.E.D. certificate has been added so as to be consistent with the requirements of the lower-level career series. Similarly, language from the Assessment Technician IV job specification has been added to define the level of comparable experience.

The revised Assessment Technician I, II, III & IV job specification was also presented during the April 27, 2011, Civil Service Commission Meeting. Since there were no recommendations for revisions to the specification during that meeting, it is requested that the Commission approve both the Assessment Technician Supervisor and Assessment Technician I, II, III & IV updated job specifications at this time.

The department has been involved in the development of these specifications and concurs with the specifications as proposed. SLOCEA and Employee Relations have reviewed and approved the proposed specifications.

1 **HUMAN RESOURCES DEPARTMENT**

2 San Luis Obispo County

3
4
5 **ASSESSMENT TECHNICIAN SUPERVISOR**

6
7
8 **DEFINITION:**

9
10 Under direction of the Assessment Manager, plans, directs, supervises, and evaluates
11 the work of assigned staff in the performance or support of the preparation and
12 maintenance of the assessment roll; performs a variety of complex assessment duties;
13 and does other related work as required.
14

15
16 **REPRESENTATIVE DUTIES:**

17 **(Not in order of importance)**

- 18
- 19 • Supervises, plans, directs, and evaluates the work of assigned staff; coordinates
20 staff work assignments and reviews work to ensure compliance with established
21 laws, policies, standards, and procedures; develops and implements training;
22 mentors staff; recommends disciplinary action when appropriate.
23
 - 24 • Personally performs or directly supervises the most complex assessment enrollment
25 duties.
26
 - 27 • Directs and/or participates in the development and implementation of programs,
28 processes, and policies; may direct and/or participate in the development of new
29 systems to be used in assessment processes.
30
 - 31 • Works with taxpayers and/or their agents to explain assessment practices and
32 procedures.
33
 - 34 • Prepares, reviews, and processes pending revisions to the assessment rolls.
35
 - 36 • May represent the Assessor at various meetings and speaking engagements.
37
 - 38 • Prepares a variety of reports and correspondence; reviews and approves
39 correspondence of assigned staff.
40
 - 41 • May act for the Assessment Manager in his/her absence.
42
 - 43 • Implements County safety programs and ensures employee compliance with all
44 safety rules and regulations; responds to hazard reports; investigates and reports
45 accidents and injuries.
46
 - 47 • Coordinates activities with other sections within the Assessor's office and with other
48 government agencies regarding assessment procedures.

49
50
51 **EMPLOYMENT STANDARDS:**
52

53 **Knowledge of:**
54

- 55 • Assessment enrollment principles, methods, policies, procedures, and terminology
56 pertinent to assessment enrollment for ad valorem property taxation
57
58 • Provisions of the California State Constitution, Revenue and Taxation Code, and
59 other codes and statutes pertaining to the assessment of property for ad valorem
60 taxation purposes
61
62 • Common methods of describing real property
63
64 • Assessor's office organization, procedures and standards as well as strategic
65 direction and goals
66
67 • Principles of supervision, leadership and training
68
69 • Computer software including those applications pertinent to assessment enrollment
70 functions
71
72 • Interpersonal skills using tact, patience, and courtesy
73
74 • Oral and written communication skills
75

76 **Ability to:**
77

- 78 • Plan, direct, supervise, and evaluate the work of assigned staff
79
80 • Perform complex assessment duties
81
82 • Interpret, apply, and explain rules, laws, regulations, policies, and procedures
83
84 • Establish and maintain consistency of standards and procedures
85
86 • Independently analyze problems, prepare sound recommendations, and adopt
87 effective courses of action
88
89 • Prepare concise and accurate written and oral reports and correspondence
90
91 • Convey clear directions and encourage communication with and among staff
92
93 • Support and follow Assessor's office policies, goals, guiding principles, and Mission –
94 Vision - Values Statement
95

- Develop, encourage, and maintain positive working relationships; communicate and work effectively with others
- Motivate staff to achieve high performance
- Operate a computer and assigned office equipment
- Maintain a safe and orderly work area

EDUCATION/EXPERIENCE:

Graduation from high school or possession of a G.E.D. certificate. In addition, EITHER A: One year of experience performing complex property tax assessment duties in a position comparable to an Assessment Technician IV; OR B: Six (6) years of increasingly responsible experience in a closely related property tax field, two years of which must be at a leadworker level.

LICENSES/CERTIFICATES:

A valid driver's license is required at the time of application. A valid CALIFORNIA driver's license is required at the time of appointment and must be maintained throughout employment.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential duties of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. This information will also be made available for review at the time of any recruitment for that position and at such other times as reasonably required.

Adopted: 4/29/98
Revised: 05/25/11

1 **HUMAN RESOURCES DEPARTMENT IV**

2 San Luis Obispo County

3
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5
6 **ASSESSMENT TECHNICIAN I, II, III & IV**

7
8
9
10 **DEFINITION:**

11 Under the direction of the section supervisor, performs a variety of tax assessment duties to
12 complete and maintain the property tax roll; provides support and service to other office
13 sections and the public; and does other related duties as required.

14
15
16 **DISTINGUISHING CHARACTERISTICS:**

17
18 The **Assessment Technician I** classification is the entry level position in the series.
19 Incumbents work under supervision while learning general assessment duties, policies, and
20 procedures.

21
22 The **Assessment Technician II** classification is the journey level position in the series.
23 Incumbents work under general supervision and perform progressively more difficult
24 assessment service duties.

25
26 The **Assessment Technician III** classification is the advanced journey level position.
27 Incumbents work under direction and perform more complex assessment service duties; may
28 assist in training and mentoring staff; may act as a specialist.

29
30 The **Assessment Technician IV** classification is the advanced level position. Incumbents work
31 under direction and perform the most complex assessment duties; may provide work direction
32 and/or coordination for subordinate staff; may act as section leadworker.

33
34
35 **REPRESENTATIVE DUTIES:**

36 (Not in order of importance)

- 37
- 38 • Enters, scans, researches, and maintains a large variety and volume of assessment data
 - 39 with a high degree of accuracy.
 - 40
 - 41 • Answers phones and assists the public with general assessment questions.
 - 42
 - 43 • Reads and interprets legal descriptions.
 - 44
 - 45 • Prepares a variety of reports and correspondence.
 - 46
 - 47 • Performs basic cash handling and clerical accounting duties.
 - 48

- May be called upon to assist or serve on special projects and/or teams.

In addition, AT II:

- Evaluates assessment enrollments and determines appropriate course of action.
- Interprets and calculates assessment values supplied by an appraiser.
- Assists/educates staff and the public about various assessment situations in person, by telephone, and through correspondence; explains the application of various Revenue and Taxation Codes, and other codes, statutes, and regulations.
- Assists in the design, development, and implementation of systems, workflow, procedures and/or policies to be used in the Assessor's office.
- Prepares and/or processes basic pending revisions to assessment roll.
- Provides assistance to appraisers and auditor-appraisers with field work/canvassing.

In addition, AT III:

- Assists in training and mentoring subordinate staff.
- May assist in developing computer programs directly related to assessment projects.
- Prepares and/or processes corrections to the supplemental roll; prepares and/or processes complex pending revisions to assessment roll.
- May lead in the development and implementation of procedures to be used in the Assessor's office.
- May lead in the design, development, and implementation of systems and workflow to be used in the Assessor's office.

In addition, AT IV:

- Acts as section leadworker; distributes work assignments; advises supervisor of operations, staffing and resource needs; provides input on staff performance.
- When directed, may supervise the section in the absence of the Assessment Tech Supervisor.

EMPLOYMENT STANDARDS:

Knowledge of:

- Oral and written communication skills

- 97
98 • Interpersonal skills using tact, patience, and courtesy
99

- 100 • Mathematics including fractions and percentages
101

- 102 • General office procedures, practices, and machines
103

- 104 • Personal computer usage and common software
105

- 106 • Common methods of describing real property
107

108 **In addition, AT II:**
109

- 110 • Provisions of the California State Constitution, Revenue and Taxation Code, and other codes
111 and statutes pertaining to the assessment of property for ad valorem taxation purposes
112

- 113 • Assessor's office organization, procedures, and standards as well as strategic direction and
114 goals
115

- 116 • Computer applications pertinent to assessment service functions
117

118 **In addition, AT III:**
119

- 120 • Principles of training
121

122 **In addition, AT IV:**
123

- 124 • Principles of leadership and work planning
125

126 **Ability to:**
127

- 128 • Follow written and oral instructions
129

- 130 • Convey assessment laws and procedures accurately, tactfully, and concisely, both orally and
131 in writing
132

- 133 • Interpret, apply, and explain rules, laws, regulations, policies and procedures
134

- 135 • Analyze assessment service problems, prepare sound recommendations, and adopt effective
136 courses of action
137

- 138 • Perform duties under pressure and with many interruptions while maintaining a balance
139 between accuracy and quantity
140

- 141 • Use sound judgment in researching, interpreting, applying, and explaining appropriate laws,
142 codes, ordinances, regulations, policies, procedures, and guidelines
143

- 144 • Read and interpret maps and property descriptions

- Support and follow Assessor's office policies, goals, guiding principles, and Mission – Vision – Values Statement
- Develop and maintain positive working relationships; communicate and work effectively with others
- Foster a spirit of teamwork and support when interacting with staff and others
- Operate a computer and assigned office equipment
- Maintain a safe and orderly work area

In addition, AT II:

- Compile and/or provide assessment reports

In addition, AT III:

- Train and mentor subordinate staff
- Lead and coordinate special projects

In addition, AT IV:

- Lead and coordinate work of subordinate staff

EDUCATION/EXPERIENCE:

All levels: Graduation from high school or possession of a G.E.D. certificate.

In addition to the above:

Assessment Technician I: EITHER A: One (1) year of clerical experience in an Assessor's office, Tax Collector's office, Auditor/Controller's office, Clerk/Recorder's office or similar experience in a real estate related field. OR B: Two (2) years of clerical work which includes computer experience. One (1) year of the required experience in option B may be substituted with two (2) years of coursework (60 semester units or 90 quarter units) at an accredited college or university.

Assessment Technician II: EITHER A: One (1) year of experience in a position comparable to an Assessment Technician I in San Luis Obispo County. OR B: Two (2) years of related experience at the level of Assessment Technician I in an Assessor's office, Tax Collector's office, or Auditor/Controller's office. One (1) year of the required experience in option B may be substituted with two (2) years of coursework (60 semester units or 90 quarter units) at an accredited college or university.

Assessment Technician III: EITHER A: Two (2) years of experience in a position comparable to an Assessment Technician II in San Luis Obispo County. OR B: Three (3) years of related experience at the level of Assessment Technician II in an Assessor's office, Tax Collector's office, or Auditor/Controller's office. One (1) year of the required experience in option B may be substituted with two (2) years of coursework (60 semester units or 90 quarter units) at an accredited college or university.

Assessment Technician IV: EITHER A: Two (2) years of experience in a position comparable to an Assessment Technician III in San Luis Obispo County. OR B: Three (3) years of related experience at the level of Assessment Technician III in an Assessor's office, Tax Collector's office, or Auditor/Controller's office. One (1) year of the required experience in option B may be substituted with two (2) years of coursework (60 semester units or 90 quarter units) at an accredited college or university.

LICENSES/CERTIFICATES:

A valid driver's license is required at the time of application. A valid **CALIFORNIA** driver's license is required at the time of appointment and must be maintained throughout employment.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential functions of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process.

Adopted: 4/29/98
Revised 05/25/11



Human Resources Department

SAN LUIS OBISPO COUNTY

Tami Douglas-Schatz,
Director

County Government Center, 1055 Monterey Street • Ste. D-250, San Luis Obispo, CA 93408

• Telephone: 805.781.5959 • Fax: 805.781.1044 • Email: hr@co.slo.ca.us

TO: Civil Service Commission

DATE: May 25, 2011

FROM: Cherie Anderson, Personnel Analyst
Ken Tasseff, Personnel Analyst

SUBJECT: New Class Specification – Nutrition Services Program Manager

RECOMMENDATION:

It is recommended that your Commission approve the new Nutrition Services Program Manager job specification as proposed.

DISCUSSION:

The San Luis Obispo County Health Agency administers a host of public health nutrition programs providing nutrition information, education and other nutrition services to underserved populations. The most notable of these nutrition programs is the Women, Infants and Children (WIC) program. WIC is a program that helps pregnant women, new mothers, and young children eat well and stay healthy. The size and complexity of these nutrition programs has increased over the past decade necessitating a review of the management and organizational structure.

As part of the FY 2011/2012 proposed budget, the Health Agency has requested that the County nutrition services programs be reorganized to improve the administration of the programs. During the development of the new organizational structure, the Health Agency provided the Human Resources Department a list of duties proposed for a new position that will manage the county nutrition services programs. Based on the complexity of the duties, the clinical requirements and the specialized licensure required for the job, Human Resources concluded that a new classification was necessary to appropriately describe the job and recruit to fill it.

The new classification, Nutrition Services Program Manager, will supervise seventeen permanent employees and approximately eight student interns and volunteers. These employees and volunteers work at a north county location, a south county location and as a traveling team. Three Public Health Nutritionist II employees will assist the Nutrition Services Program Manager as leadworkers.

The new Nutrition Services Program Manager classification is very similar to the Program Manager II classification. The management, administrative, supervisory, analytical, and

coordination duties closely match those of Program Manager II. However, the Nutrition Services Program Manager classification requires specialized skills in public health nutrition, breast-feeding education and outreach. The classification also requires registration as a Dietitian with the American Dietetic Association. The specialized skills and licensure necessitate the development of this single position specification. This classification will be designated as Operational and Staff Management.

OTHER AGENCY INVOLVEMENT:

The department has been involved in the development of these specifications and concurs with the specifications as proposed. The County Administrative Office has reviewed and commented on the proposed specifications.

Attachments:

Nutrition Services Program Manager – New
Nutrition programs organizational chart – Old
Nutrition programs organizational chart - New

1 **HUMAN RESOURCES DEPARTMENT**
2 **San Luis Obispo County**
3
4

5 **NUTRITION SERVICES PROGRAM MANAGER**
6
7
8

9 **DEFINITION:**
10

11 Under direction, performs a variety of professional program activities in the planning,
12 organizing and administering of operations in support of designated nutrition services
13 programs, including the Women, Infants and Children (WIC) Program; provides
14 leadership and administrative support in the review, analysis, development and
15 implementation of nutrition services programs; collaborates with governmental
16 agencies, other departments and community organizations to supplement services to
17 program participants and does other related duties as assigned.
18
19

20 **REPRESENTATIVE DUTIES:**

21 (Not in order of importance)
22

- 23 • Perform a variety of professional program activities in the organizing and
24 administering of operations in support of designated public health nutrition
25 programs; establish and maintain timelines and priorities; provide technical
26 information, assistance or direction in the administration of public health nutrition
27 program activities, needs and issues.
28
- 29 • Provide leadership and administrative support in the analysis, development, and
30 improvement of designated public health nutrition programs; participate in or
31 lead the development and implementation of policies and programs for assigned
32 area; assure activities comply with established rules, regulations, ordinances, and
33 procedures; review pending legislation and analyze operations to identify and
34 implement policy or procedure changes as appropriate.
35
- 36 • Perform outreach and advocacy for services; coordinate, facilitate and participate
37 in a variety of meetings; serve on committees and review boards; communicate
38 with staff and various outside agencies to exchange information, coordinate
39 activities and resolve issues; enlist the support of diverse agencies and
40 community organizations and individuals as appropriate.
41
- 42 • Coordinate program activities to assure organizational effectiveness; collaborate
43 with others to assure programs align with departmental and County-wide goals
44 and objectives; provide consultation and recommendations to administrators and
45 stakeholders concerning nutrition programs and related functions; respond to
46 inquiries, resolve issues and conflicts.
47
- 48 • Supervise, train and evaluate the performance of designated personnel as
49 assigned; interview and select employees and recommend transfers,
50 reassignment, termination and disciplinary actions; assign employee duties and
51 review work for accuracy, completeness and compliance with established

52 requirements.

- 53
- 54 • Prepare and maintain a variety of reports and documentation related to program
- 55 activities, project scheduling, requests for proposal, and related activities;
- 56 develop, prepare, analyze and review program budgets, grant proposals,
- 57 quarterly and annual summary as required; respond to audit reports and
- 58 inquiries; maintain research analysis summaries, trend review reports, charts,
- 59 memorandums and other documentation as needed for effective program
- 60 administration, research and policy implementation.
- 61

62

63 **EMPLOYMENT STANDARDS:**

64

65 **Knowledge of:**

66

- 67 • Principles and technical aspects of public health nutrition programs
- 68
- 69 • Principles and practices in the science of public health nutrition
- 70
- 71 • Nutritional requirements through the life cycle and the impact of various medical
- 72 conditions upon nutritional status
- 73
- 74 • Educational methods used in training clients and other stakeholders
- 75
- 76 • Applicable local, State and Federal rules, regulations and laws
- 77
- 78 • Techniques and methods of research, analysis, and report writing
- 79
- 80 • Community outreach techniques and basic public relations techniques
- 81
- 82 • Effective oral and written communication skills
- 83
- 84 • Interpersonal skills using tact, patience and courtesy
- 85
- 86 • Principles and practices of program planning, monitoring and evaluation
- 87
- 88 • Principles and practices of budget planning, monitoring and administration
- 89
- 90 • Principles and practices of management, administration, supervision and training
- 91
- 92 • Principles of grant writing
- 93
- 94 • Health Agency organization, procedures and standards as well as strategic
- 95 direction and goals
- 96
- 97 • Current developments and industry trends in public health nutrition
- 98

99 **Ability to:**

100

- 101 • Communicate effectively both orally and in writing
- 102
- 103 • Interpret, apply and explain rules, regulations, policies, procedures and
- 104 legislation

- Supervise and evaluate the performance of assigned staff
- Embrace and follow the Health Agency's policies, goals, guiding principles and Mission – Vision – Values Statement
- Develop and maintain positive working relationships; communicate and work effectively with others
- Foster a spirit of teamwork and support when interacting with staff and others
- Analyze research data and prepare reports, summaries and recommendations
- Plan own work and work of others for successful results
- Operate standard office equipment including a computer and assigned software
- Maintain a safe and orderly work area

EDUCATION AND EXPERIENCE:

Graduation from an accredited four-year college or university with a bachelor's degree in nutrition, dietetics or a closely related field. In addition, 3 years of progressively responsible professional level public health nutrition experience.

LICENSES AND OTHER REQUIREMENTS:

Must possess and maintain a valid registration as a Dietitian with the American Dietetic Association.

Certain positions within this classification may require driving. When driving is an essential function of the position a valid **CALIFORNIA** driver's license will be required at the time of appointment and must be maintained throughout employment.

ADDITIONAL INFORMATION:

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential functions of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. If you have any questions regarding the duties or the working conditions of the position, please contact the Human Resources Department at (805) 781-5959.

Adopted: 05/25/11

Proposed WIC Program Staffing

